



JOB DESCRIPTION

Security Services Manager Professional 6 (P6) Estates Office Permanent

Dublin City University

Dublin City University (DCU) is a leading innovative European University. It is proud to be one of the world's leading Young Universities and is among the world's top 2% globally. DCU is known as Ireland's University of Impact, with a mission to 'transform lives and societies' and focuses on addressing global challenges in collaboration with key national and international partners and stakeholders.

DCU has over 20,000 students in five faculties spread across three academic campuses in the Glasnevin-Drumcondra area of North Dublin. Thanks to its innovative approach to teaching and learning, the University offers a 'transformative student experience' that helps to develop highly sought-after graduates. DCU is currently No. 1 in Ireland for Graduate Employment Rate, and for graduate income (CSO).

DCU is a research-intensive University and is home to a number of SFI-funded Research Centres. The University participates in a range of European and international research partnerships. DCU is also the leading Irish university in the area of technology transfer as reflected by licensing of intellectual property.

As a 'People First' institution, DCU is committed to Equality, Diversity and Inclusion - a University that helps staff and students to thrive. The University is a leader in terms of its work to increase access to education, and is placed in the world's Top 10 for reducing inequalities in the Times Higher Education Impact Rankings.

Overview of the Department

The Estates Office is responsible for the management of the University's physical assets and the provision of operational services and capital development across a multi-campus environment. There is a requirement for an experienced Security Services Manager to join the existing Estates team to manage a

significant demand across a multi campus organisation now comprising 75 buildings across 6 campus locations extending to 250,000m² a further 60,000m² will be added following completion of the current Campus Development Plan. While this position is University wide, it is envisaged the post holder will predominantly be based on the Glasnevin Campus. The post holder, at times will be required to provide services across all University campuses including travel between campuses to carry out duties as the need arises.

Role Profile

Reporting, to the Operations Manager or their nominee, the post-holder will assist in all aspects of the management of the campus physical resources and security in line with the provision of the various support functions carried out by the Estates Office as required with a focus on using best business practice. We are now seeking to recruit a Security Services Manager who will have responsibility to implement the current Security Services strategy with an emphasis on planning, quality management, risk mitigation and budget management.

An essential requirement of the role will be to provide out of hours Estates management presence on campus for critical incidents, agreed events and management oversight of the procured contract service provider.

Duties and Responsibilities

The main duties and responsibilities of this role will include but not be limited to the following activities:

- Manage a Multi-Campus Team comprising of Security Services Supervisors and Operatives including the procured contract service providers ensuring appropriate plans are in place to ensure a safe and secure working environment for all staff and students in line with overall University strategic vision
- Provide strategic support to the Operations Manager and Director of Estates in the area of University emergency and response planning and represent the Estates Office on the University Emergency Planning Group with a focus on business continuity planning and risk mitigation as well as on the ground operational planning and implementation, in response to increased demand and risk across a multi campus environment
- Plan, implement and manage a fit for purpose intercampus fleet and vehicle strategy, in line with the requirements of a multi campus organisation
- Plan, implement and ensure adequate resources are in place with sufficient flexibility to provide cover where required, to enable the University strategy across all locations

- Liaise on a regular basis with local authorities to develop a coordinated strategy, including effective communication, to ensure local community plans are in place for each campus location
- Assist the Operations Manager and work closely with various stakeholders to plan and implement a new university wide car parking strategy including input into tendering and implementation of the agreed strategy across all campus locations
- Provide support to local campus Estates teams to ensure the provision of local security and general services is consistent with overall Estates Office Strategy
- Ensure effective planning and support is in place to implement a multi campus strategy for postal services, graduation support, exams support and University event support including intercampus logistics as required
- Provide advice and support to ensure a comprehensive multi campus Estates security services plan is in place through implementation of an effective training programme for a diverse team, ensuring consistency across all campuses
- Continuously monitor expenditure ensuring cost control measures are in place and prepare and present an annual Security Services budget for approval by the Estates Management Team
- Ensure compliance with Quality, Safety, Health & Environmental standards and best practice in all aspects of responsibilities
- Ensure implementation of the Estates Office Critical Incident Response Protocol across the University including providing Estates management presence on campus for Critical Incidents that may occur out of hours
- Provide input into University Events in conjunction with various stakeholders, including the provision of Estates management attendance at agreed events on campus out of hours as required
- Provide Estates management oversight of the procured Security contract service provider, including campus attendance out of hours as required
- Whilst the foregoing list captures many of the tasks for which the post holder is responsible, it should not be regarded as exhaustive as it is envisaged additional responsibilities will be added to the role as the University develops into the future. Other duties will be assigned according to the needs of the office and University.

Qualifications and Experience

In addition to the [internal service criteria](#), the ideal candidate will have

- A minimum of 8 years of years of relevant experience in a similar environment with 3 - 5 years in a managerial role as well as relevant industry links and associations
- Display proven experience of various Campus Services to include demonstrable experience of managing large service contracts and associated budgets in a highly complex environment, with success in a similar service environment
- Demonstrate the ability to make decisions on complicated matters, to work with a high degree of professional effectiveness (meeting deadlines, prioritising, delivering quality work etc.) whilst maintaining discretion
- Demonstrate an ability to communicate information very accurately and apply good judgment, such as deciding when issues should be escalated
- Display the ability to work well within a team, demonstrate flexibility, responsiveness and a service focus
- Demonstrate experience of playing a high level support role in the implementation of change.
- Have a comprehensive knowledge of Security Services, Emergency Planning & Response, Health & Safety and the associated regulatory environment and sound experience and working knowledge of Car parking management, CCTV, Access control and Intruder Alarm systems.